

ABSTRACT OF THE DISCLOSURE

A computer system, and associated method, with a tool for processing error alerts issued during distribution of application packages to network client devices. The tool validates error alerts to filter out erroneous alerts and parses error alerts to obtain a subset of information useful for tracking each error alert and for producing maintenance job tickets. Threshold limits for each type of error are utilized to further filter the error alerts by updating counts for each type of error and comparing these counts to the threshold limits. Once a threshold limit is exceeded, the tool performs further verification to determine whether a job ticket should be issued including performing a look up for the affected network device in an outage notice file. A job ticket is created which includes verified information and the ticket is then transmitted to the maintenance center determined responsible for servicing the affected network device.

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